

Volunteer Training and Engagement Coordinator

Department: Volunteer Services

Reports To: Client Services Director

FLSA Status: Non-exempt

Hours: Approximately 8 hours per week

Work Arrangement: Hybrid; primarily onsite

Summary

Under the direction of the Client Services Director, with support and priorities established in coordination with the Executive Director, the Volunteer Training and Engagement Coordinator guides prospective volunteers from initial interest through screening, onboarding, training, and successful placement. The coordinator provides timely communication, helps candidates understand the mission and expectations of The Bridge Wellness South, and ensures required training and documentation are completed for each assigned role. The primary focus is converting interested individuals into prepared, engaged volunteers—not broad community recruitment.

This part-time position requires a flexible schedule to accommodate occasional evening and weekend training. Primary responsibilities are performed onsite; limited remote administrative work and offsite training, meetings, or recruitment activities may also be required.

Essential Duties and Responsibilities

Essential duties and responsibilities include the following. Other duties may be assigned within the scope and scheduled hours of the position.

Volunteer Conversion and Placement

- Respond promptly and relationally to individuals who express interest in volunteering.
- Explain current volunteer opportunities, qualifications, time commitments, training requirements, and next steps.
- Track prospective volunteers from initial inquiry through application, interview, screening, training, placement, or withdrawal.
- Review applications, conduct introductory interviews, and coordinate references, background screening, and required documentation in accordance with organizational policies.
- Assess each applicant's interests, availability, qualifications, and alignment with the mission; recommend an appropriate role and coordinate placement with the supervising staff member.
- Communicate respectfully with applicants when no suitable role is currently available or when an applicant is not accepted.
- Identify barriers or points of disengagement and recommend practical improvements to increase conversion and training completion.
- Conduct general community recruitment or attend recruitment events minimally and as requested by the Executive Director.

Onboarding and Training

- Coordinate and facilitate new-volunteer orientation and assigned role training in accordance with organizational policies and established training guidelines.
- Provide or arrange required mission, ministry, role-specific, confidentiality, privacy, safety, and other applicable training.
- Offer training at varied times, including occasional evenings and weekends, to accommodate volunteer availability.
- Maintain and update standardized training materials, forms, checklists, acknowledgments, and competency documentation in cooperation with department leaders.
- Coordinate job shadowing and role-specific instruction with the staff member responsible for supervising the volunteer's service area.
- Confirm completion of required training and documentation before a volunteer begins service or receives access to protected information, organizational systems, clients, donors, financial information, or facilities, as applicable to the role.
- Follow up with volunteers as needed throughout training to answer questions, address barriers, and encourage timely completion.
- Support continuing education when new policies, procedures, or role expectations affect volunteers.

Volunteer Engagement and Support

- Help volunteers understand where and when assistance is needed and direct them to appropriate service opportunities. This role supports placement but is not primarily responsible for ongoing departmental scheduling.
- Provide structured follow-up during training and the introductory period, including check-ins with the volunteer and supervising staff member regarding preparedness, role fit, and additional training needs.
- Assist the Client Services Director with planning and implementing volunteer appreciation and recognition activities.
- Gather feedback from volunteers who withdraw during onboarding, do not complete training, or resign shortly after placement, and share relevant themes with leadership.

Records, Communication, and Reporting

- Maintain accurate and confidential records of volunteer inquiries, applications, screening, training, placement, and introductory follow-up.
- Ensure required volunteer documents are complete, current, and stored in the designated organizational system.
- Track and report key measures such as inquiries, applications, interviews, training completion, placements, withdrawals, and time from inquiry to placement.
- Provide periodic updates regarding volunteer progress, training needs, and process barriers to the Client Services Director and Executive Director.
- Protect confidential applicant, volunteer, client, donor, employee, and organizational information.

Supervisory Responsibilities

This position does not directly supervise employees. The coordinator provides guidance, training, and follow-up to prospective and newly placed volunteers and works collaboratively with the staff member responsible for supervising each volunteer's assigned service area. Performance, conduct, disciplinary, or policy concerns are referred to the Client Services Director or Executive Director, as appropriate.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Mission Alignment: Represents the organization's Christian mission, values, and life-affirming approach with consistency, grace, and integrity.

Training and Facilitation: Explains information clearly; adapts instruction for different learning needs; demonstrates group presentation skills; confirms understanding and completion.

Interpersonal Skills: Maintains confidentiality; listens well; builds trust; communicates with warmth and professionalism; remains open to feedback and differing perspectives.

Customer Service: Responds promptly to prospective and current volunteer needs; manages difficult or emotional situations appropriately; follows through on commitments.

Oral and Written Communication: Speaks clearly and respectfully; listens and seeks clarification; writes accurate correspondence, training materials, and routine reports.

Organization and Time Management: Prioritizes work within limited weekly hours; maintains accurate records; coordinates multiple candidates and training steps; meets deadlines.

Problem Solving and Judgment: Identifies barriers; gathers relevant information; develops practical solutions; involves appropriate leaders; makes timely recommendations.

Teamwork: Works cooperatively with staff and volunteers; welcomes feedback; supports shared goals; communicates changes and progress appropriately.

Quality and Dependability: Demonstrates accuracy and thoroughness; follows policies and procedures; takes responsibility; completes work on time or communicates barriers promptly.

Adaptability: Works effectively with varied schedules, occasional evening or weekend responsibilities, changing volunteer needs, and a combination of onsite, remote, and offsite duties.

Safety and Security: Observes safety, privacy, and security procedures; reports concerns; uses organizational equipment, information, and materials properly.

Qualifications

Required qualifications include:

- A committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord.

- A strong commitment to the pro-life position, sexual integrity, and the organization's life-affirming ministry.
- A commitment to work cooperatively with Christians from varied Christian backgrounds.
- Agreement with and willingness to uphold the organization's Statement of Principle, Statement of Faith, Statement of Belief, confidentiality requirements, and policies.
- Ability to contribute to the positive, loving atmosphere of the center and encourage those who serve in the ministry.
- Strong interpersonal communication, organization, follow-through, and problem-solving skills.
- Ability to maintain confidentiality and exercise appropriate judgment with sensitive information.
- Ability to manage multiple candidates and training steps within limited weekly hours.
- Ability to work a flexible schedule that may include occasional evenings and weekends.
- Ability to perform onsite, remote administrative, and offsite responsibilities as assigned.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

High school diploma or equivalent required. Associate degree, ministry training, adult education experience, or a combination of relevant education and experience preferred. Prior experience in volunteer coordination, onboarding, training, ministry service, human resources, education, or a related field is preferred.

Language Skills

Ability to read and interpret policies, training materials, safety rules, instructions, and procedure manuals. Ability to write routine reports and professional correspondence. Ability to speak effectively before individuals and groups of volunteers or employees.

Reasoning Ability

Ability to solve practical problems, assess volunteer readiness and role fit, and interpret instructions furnished in written, oral, diagram, or schedule form. Ability to recognize when a concern requires referral to organizational leadership.

Computer Skills

Working knowledge of email, internet, word-processing, spreadsheet, presentation, database, virtual-meeting, and shared-file systems. Ability to learn and use the organization's volunteer tracking and training platforms.

Certificates, Licenses, and Registrations

Current driver's license and reliable transportation for required offsite responsibilities.

Other Skills and Abilities

- Excellent customer service and interpersonal communication skills.

- Effective group facilitation and one-on-one training skills.
- Strong organization, documentation, and follow-through.
- Ability to work independently within established priorities and maintain appropriate communication in a hybrid role.
- Ability to manage confidential information and use sound judgment.

Physical Demands

The physical demands described here are representative of those required to perform the essential functions of this job. Reasonable accommodations may be made for individuals with disabilities. While performing this job, the employee is regularly required to talk or hear and frequently required to sit, use hands, and reach. The employee is occasionally required to stand and walk and may occasionally lift or move materials weighing up to 25 pounds. Specific vision abilities include close vision and the ability to adjust focus.

Hours of Job

This position is budgeted for approximately eight hours per week. The schedule will be arranged with the Client Services Director based on volunteer training needs and organizational priorities. Flexibility is required to provide occasional evening or weekend training. Hours beyond the approved weekly schedule must receive advance approval from the Executive Director.

Work Environment and Hybrid Expectations

The work environment characteristics described here are representative of those encountered while performing the essential functions of this job. Reasonable accommodations may be made for individuals with disabilities.

This is a hybrid position with primary responsibilities performed onsite at The Bridge Wellness South. Limited administrative duties may be completed remotely when approved and when operational, confidentiality, privacy, and information-security requirements can be maintained. Offsite duties may include approved training, meetings, or minimal recruitment activities. The employee must remain available for scheduled onsite responsibilities and may not substitute remote work when in-person training, access to records, collaboration, or volunteer support is needed.

Acknowledgment

I acknowledge that I have reviewed this position description and understand the responsibilities, qualifications, work arrangement, and performance expectations of the Volunteer Training and Engagement Coordinator position. This description does not create a contract of employment and may be revised by The Bridge Wellness South based on organizational needs.

Volunteer Training and Engagement Coordinator

Date

Executive Director

Date